

AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions and listings of claims in the application:

Claims 1-3: (Cancelled).

4. (Currently Amended) A method for providing an electronic change of physical address service from an old physical address of a customer to a new physical address of the customer, comprising:

providing a user interface at a change of address server for the customer to enter change of physical address information;

receiving the change of physical address information at the change of address server via a network;

creating a first change of address record at the change of address server representing the change of physical address information;

validating an identity of the customer at the change of address server;

electronically transferring the first change of address record to a service center when the identity is valid;

creating a second change of address record at the service center by modifying the first change of address record received from the change of address server;

forwarding the second change of address record electronically from the service center to a forwarding service unit corresponding to the old address of the customer; and

processing, by the forwarding service unit, the second change of address record received from the service center electronically to automatically redirect physical mail addressed to the old physical address of the customer to the new physical address of the customer.

5. (Previously Presented) The method of claim 4, wherein forwarding the second change of address record includes:

uploading the second change of address record to the forwarding service unit.

6. (Currently Amended) A method for providing an electronic change of physical address service from an old physical address of a customer to a new physical address of the customer, comprising:

providing a user interface at a change of address server for the customer to enter change of physical address information;

receiving the physical change of address information at the change of address server via a network;

creating a first change of address record at the change of address server based on the change of address information;

validating an identity of the customer at the change of address server;

creating a second change of address record using information from the first change of address record received from the change of address server, when the identity is valid; and

processing, by a forwarding service unit, the second change of address record electronically to automatically cause the customer to receive physical mail addressed to the old physical address of the customer at the new physical address of the customer.

7. (Original) The method of claim 6, wherein validating the customer's identity is performed by a third party.

8. (Currently Amended) A method for providing an electronic change of physical address service from an old physical address of a customer to a new physical address of the customer, comprising:

providing a user interface at a change of address server for the customer to enter change of physical address information and identification verification information;

receiving the change of physical address information and the identification verification information at the change of address server via a network;

creating a first change of address record at the change of address server representing the change of physical address information;

comparing the identification verification information with stored identification verification information for validating the identity of the customer;

validating the identity when the identification verification information agrees with the stored identification verification information;

creating a second change of address record by formatting the first change of address record, if the identity is valid; and

processing the second change of address record electronically if the identity is valid to cause a forwarding service unit to automatically relabel physical mail addressed to the old physical address of the customer with the new physical address of the customer.

9. (Original) The method of claim 8, wherein the stored identification verification information is a series of information.

10. (Original) The method of claim 8, wherein the stored identification verification information is a digital certificate.

11. (Original) The method of claim 8, wherein the stored identification verification information is government identification information.

12. (Original) The method of claim 8, wherein the stored identification verification information is a university identification.

13. (Original) The method of claim 8, wherein the stored identification verification information is credit card information.

14. (Currently Amended) A method for providing an electronic change of physical address service from an old physical address of a customer to a new physical address of the customer, comprising:

providing a user interface at a change of address server for the customer to enter change of address information and identification verification information;

receiving the change of physical address information and the identification verification information at the change of address server via a network;

creating a first change of address record at the change of address server representing the change of physical address information;

sending the identification verification information to a third party for validating the identity of the customer;

validating the identity when the third party sends an indication that the identification verification information agrees with stored identification verification information;

electronically transferring the first change of address record to a service center, if the identity is valid;

creating a second change of address record at the service center by modifying the first change of address record received from the change of address server; and

processing, at a forwarding service unit, the second change of address record from the service center electronically to automatically redirect physical mail addressed to the old physical address of the customer to the new physical address of the customer.

15. (Original) The method of Claim 14, wherein the identification verification information is a digital certificate.

16. (Original) The method of claim 14, wherein the identification verification information is government identification information.

17. (Original) The method of claim 14, wherein the identification verification information is a university identification.

18. (Original) The method of claim 14, wherein the identification verification information is credit card information.

19. (Original) The method of claim 18, wherein the credit card information includes at least one of a billing address, a credit card name, a credit card type, an account number, an expiration date, and an e-mail address.

20. (Previously Presented) The method of claim 18, wherein validating includes: determining whether the credit card information matches fraudulent credit card information stored on a database at the change of address server; and validating the identity when there is no match.

Claims 21-54: (Cancelled).

55. (Currently Amended) A method for providing an electronic change of physical address service from an old physical address of a customer to a new physical address of the customer, comprising:

providing a user interface at a change of address server for the customer to enter change of physical address information;

receiving the change of physical address information at the change of address server via a network;

creating a first change of address record at the change of address server based on the change of physical address information;

validating an identity of the customer at the change of address server;

creating a second change of address record at a service center by modifying the first change of address record from the change of address server, if the identity is valid;

transmitting the second change of address record to a forwarding service unit;

processing, by the forwarding service unit, the second change of address record received from the service center electronically to automatically forward physical mail addressed to the old physical address of the customer to the new physical address of the customer; and

providing an additional service to the customer to assist the customer in changing from the old physical address to the new physical address.

56. (Currently Amended) The method of claim 55, wherein the additional service is a notification service to the customer for notifying a company or individual that the customer changed from the old physical address to the new physical address, comprising:

- providing a list of companies in a user interface;
- receiving a customer selection of a company to notify; and
- notifying the selected company of the customer's change of physical address.

57. (Currently Amended) The method of claim 55, wherein the additional service is a notification service to the customer for notifying a company or individual that the customer changed from the old physical address to the new physical address, comprising:

- receiving an e-mail address or downloading an e-mail address list from the customer for a designated individual or company; and
- sending an e-mail message to the designated individual or company describing the customer's change of physical address.

58. (Currently Amended) The method of claim 55, wherein the additional service is a notification service to the customer for notifying a company or individual that the customer changed from the old physical address to the new physical address, comprising:

- receiving a mailing address or downloading a mailing address list from the customer for a designated individual or company; and
- mailing a mail piece to the designated individual or company describing the customer's change of physical address.

59. (Currently Amended) The method of claim 55, wherein the additional service is an email forwarding service for forwarding e-mail addressed to [[the]] an old e-mail address of the customer to [[the]] a new e-mail address, comprising:

creating a deflector record containing an address of an old e-mail service provider, which provides e-mail service to the customer at the old e-mail address, and an address at the forwarding service;

sending the deflector record to the old e-mail service provider for transferring the e-mail from the old e-mail service provider to the forwarding service;

receiving the e-mail at the forwarding service from the old e-mail service provider; and

re-routing the e-mail to the new e-mail address.

60. (Currently Amended) The method of claim 55, wherein the additional service includes a service for reestablishing contact with a second customer who has changed an address from a second old physical address to a second new physical address comprising:

receiving a request from the customer having the second old physical address of the second customer to re-establish contact with the second customer;

determining the second new physical address for the second customer based on a database storing archived change of address information including the second old physical address and the second new physical address; and

providing the new physical address of the customer to the second customer at the second new physical address.

61. (Original) The method of claim 60, wherein the database spans several years.

62. (Original) The method of claim 55, wherein the additional service includes a service for providing electronic advertisements from a business to the customer based on the change of address information.

63. (Currently Amended) A system for providing an electronic change of address service from an old physical address of a customer to a new physical address of the customer, comprising:

a change of address receiving component for receiving change of physical address information via a network and receiving verification information;

a first record creating component for creating a first change of address record representing the change of physical address information:

a validation component for verifying an identity of the customer using the verification information;

a second record creating component for creating a second change of address record by modifying the first change of address record, if the identity is verified; and

a change of address processor for processing the second change of address record electronically to automatically redirect physical mail addressed to the old physical address of the customer to the new physical address of the customer.

64. (Currently Amended) The system of claim 63, wherein the old physical address and new physical address are mailing addresses.

65. (Cancelled).

66. (Currently Amended) A system for providing an electronic change of address service from an old physical address of a customer to a new physical address of the customer, comprising:

a change of address server;

a user interface at the change of address server for the customer to enter change of physical address information and verification information;

a change of address receiving component for receiving the change of physical address information at the change of address server via a network;

a first record creating component for creating a first change of address record at the change of address server incorporating the change of physical address information;

a validating component for validating an identity of the customer at the change of address server using the verification information;

a second record creating component for creating a second change of address record that incorporates the change of physical address information from the first change of address record, if the identity is valid; and

a change of address processor that processes the second change of address record electronically to automatically forward physical mail addressed to the old physical address of the customer to the new physical address of the customer.

67. (Original) The system of claim 66, wherein the validating component sends the validation information to a third party to validate the customer's identity.

68. (Currently Amended) A system for providing an electronic change of address service from an old physical address of a customer to a new physical address of the customer, comprising:

a change of address server;

a network;

a user interface at the change of address server for the customer to enter change of physical address information and identification verification information;

a change of address receiving component for receiving the change of physical address information and the identification verification information at the change of address server via the network;

a record creating component for creating a first change of address record at the change of address server reflecting the change of physical address information;

a comparison component for comparing the identification verification information with stored identification verification information for validating the identity of the customer;

a validation component for validating the identity when the identification verification information agrees with the stored identification verification information;

an electronic transfer component for electronically transmitting the first change of address record, if the identity is valid;

a service center that receives the first change of address record and creates a second change of address record using the change of physical address information from the first change of address record; and

a change of address processor that processes the second change of address record electronically to automatically forward physical mail addressed to the old physical address of the customer to the new physical address of the customer.

69. (Original) The system of claim 68, wherein the stored identification verification information is a series of information.

70. (Original) The system of claim 68, wherein the stored identification verification information is a digital certificate.

71. (Original) The system of claim 68, wherein the stored identification verification information is government identification information.

72. (Original) The system of claim 68, wherein the stored identification verification information is a university identification.

73. (Original) The system of claim 68, wherein the stored identification verification information is credit card information.

74. (Currently Amended) A system for providing an electronic change of address service from an old physical address of a customer to a new physical address of the customer, comprising:

a change of address server;

a network;

a user interface at the change of address server for the customer to enter change of physical address information and identification verification information;

a change of address receiving component for receiving the change of physical address information and the identification verification information at the change of address server via a network;

a first record creating component for creating a first change of address record at the change of address server incorporating the change of physical address information;

an identification verification sending component for sending the identification verification information to a third party for validating the identity of the customer;

a validation component for validating the identity when the third party sends an indication that the identification verification information agrees with the stored identification verification information;

an electronic transfer component for electronically transmitting the first change of address record, if the identity is valid;

a service center that receives the first change of address record from the electronic transfer component and creates a second change of address record representing the change of physical address information from the first change of address record; and

a change of address processor for processing the second change of address record electronically to automatically redirect physical mail addressed to the old physical address of the customer to the new physical address of the customer.

75. (Original) The system of claim 74, wherein the identification verification information is a digital certificate.

76. (Original) The system of claim 74, wherein the identification verification information is a social security number.

77. (Original) The system of claim 74, wherein the identification verification information is a university identification.

78. (Original) The system of claim 74, wherein the identification verification information is credit card information.

79. (Original) The system of claim 78, wherein the credit card information includes at least one of a billing address, a credit card name, a credit card type, an account number, an expiration date, and an e-mail address.

80. (Original) The system of claim 78, wherein the validation component includes a determination component for determining whether the credit card information matches fraudulent credit card information stored on a database at the change of address server; and a designating component for designating the identity is valid when there is no match.

Claims 81-114: (Cancelled).

115. (Currently Amended) A system for providing an electronic change of address service from an old physical address of a customer to a new physical address of the customer, comprising:

- a network;
- a change of address server;
- a user interface at the change of address server for the customer to enter change of physical address information;
- a change of address receiving component for receiving the change of physical address information at the change of address server via the network;
- a record creating component for creating a first change of address record at the change of address server incorporating the change of physical address information;
- a validating component for validating an identity of the customer at the change of address server;
- an electronic transfer component for electronically transferring the first change of address record. if the identity is valid;
- a service center that receives the first change of address record from the electronic transfer component and creates a second change of address record reflecting

the change of physical address information incorporated into the first change of address record;

a change of address processor for processing the second change of address record electronically to automatically forward physical mail addressed to the old physical address of the customer to the new physical address of the customer; and

a service component for providing an additional service to the customer to assist the customer in changing from the old physical address to the new physical address.

116. (Currently Amended) The system of claim 115, wherein the service component includes a notification component for notifying a company or individual that the customer changed from the old physical address to the new physical address, comprising:

a user interface for providing a list of companies;

a customer selection receiving component for receiving a customer selection of a company to notify; and

a notification sending component for notifying the selected company of the customer's change of physical address.

117. (Currently Amended) The system of claim 115, wherein the service component includes a notification component for notifying a company or individual that the customer changed from the old physical address to the new physical address, comprising:

a customer selection receiving component for receiving an e-mail address or downloading an e-mail address list from the customer for a designated individual or company; and

an electronic message sending component for sending an e-mail message to the designated individual or company describing the customer's change of physical address.

118. (Currently Amended) The system of claim 115, wherein the service component includes a notification component for notifying a company or individual that

the customer changed from the old physical address to the new physical address, comprising:

- a customer selection receiving component for receiving a mailing address or downloading a mailing address list from the customer for a designated individual or company; and

- a message sending component for mailing a mail piece to the designated individual or company describing the customer's change of physical address.

119. (Currently Amended) The system of claim 115, wherein the service component includes a forwarding component for forwarding e-mail addressed to [[the]] an old e-mail address of the customer to [[the]] a new e-mail address, comprising:

- a deflector record containing an address of an old e-mail service provider, which provides e-mail service to the customer at the old e-mail address, and an address at the forwarding service;

- a deflector record sending component for sending the deflector record to the old e-mail service provider for transferring the e-mail from the old e-mail service provider to the forwarding service;

- an e-mail receiving component for receiving the e-mail at the forwarding service from the old e-mail service provider; and

- a router for re-routing the e-mail to the new e-mail address.

120. (Currently Amended) The system of claim 115, wherein the service component includes a contact establishment component for contacting a second customer who has changed an address from a second old physical address to a second new physical address comprising:

- a contact request receiving component for receiving a request from the customer having the second old physical address of the second customer to contact the second customer;

- a database storing archived change of address information including the second old physical address and the second new physical address for determining the second new physical address for the second customer; and

a message sending component for providing the new physical address of the customer to the second customer at the second new physical address.

121. (Currently Amended) The system of claim 120, wherein ~~at least~~ the database spans several years or the customer has moved from the second old physical address to an interim address before moving to the second new physical address.

122. (Currently Amended) The system of claim 115, wherein the service component includes a component for providing electronic advertisements from a business to the customer based on the change of physical address information.

123-125. (Cancelled).

126. (Currently Amended) A computer program product for providing an electronic change of address service from an old physical address of a customer to a new physical address of the customer, the computer program product being stored on a computer-readable medium and comprising the following computer-readable program code for effecting actions in a computing platform:

program code for providing a user interface at a change of address server for the customer to enter change of physical address information;

program code for receiving the change of physical address information at the change of address server via a network;

program code for creating a first change of address record at the change of address server representing the change of physical address information;

program code for validating an identity of the customer at the change of address server;

program code for electronically transferring the first change of address record to a service center when the identity is valid;

program code for creating a second change of address record at the service center by modifying the first change of address record received from the change of address server;

program code for forwarding the second change of address record electronically from the service center to a forwarding service unit corresponding to the old physical address of the customer; and

program code for processing the second change of address record received from the service center electronically to automatically redirect physical mail addressed to the old physical address of the customer to the new physical address of the customer.

127. (Previously Presented) The computer program product of claim 126, wherein said program code for forwarding the second change of address record includes program code for uploading the second change of address record to the forwarding service unit.

128. (Currently Amended) A computer program product for providing an electronic change of address service from an old physical address of a customer to a new physical address of the customer, the computer program product being stored on a computer-readable medium and comprising the following computer-readable program code for effecting actions in a computing platform:

program code for providing a user interface at a change of address server for the customer to enter change of physical address information;

program code for receiving the change of physical address information at the change of address server via a network;

program code for creating a first change of address record at the change of address server based on the change of physical address information;

program code for validating an identity of the customer at the change of address server;

program code for creating a second change of address record using information from the first change of address record received from the change of address server, when the identity is valid; and

program code for processing the second change of address record electronically to automatically cause the customer to receive physical mail addressed to the old physical address of the customer at the new physical address of the customer.

129. (Original) The computer program product of claim 128, wherein said program code for validating the customer's identity is performed by a third party.

130. (Currently Amended) A computer program product for providing an electronic change of address service from an old physical address of a customer to a new physical address of the customer, the computer program product being stored on a computer-readable medium and comprising the following computer-readable program code for effecting actions in a computing platform:

- program code for providing a user interface at a change of address server for the customer to enter change of physical address information and identification verification information;

- program code for receiving the change of physical address information and the identification verification information at the change of address server via a network;

- program code for creating a first change of address record at the change of address server representing the change of physical address information;

- program code for comparing the identification verification information with stored identification verification information for validating the identity of the customer;

- program code for validating the identity when the identification verification information agrees with the stored identification verification information;

- program code for creating a second change of address record by formatting the first change of address record received from the change of address server, if the identity is valid; and

- program code for processing the second change of address record electronically to cause a forwarding service unit to automatically relabel physical mail addressed to the old physical address of the customer with the new physical address of the customer.

131. (Original) The computer program product of claim 130, wherein the stored identification verification information is a series of information.

132. (Original) The computer program product of claim 130, wherein the stored identification verification information is a digital certificate.

133. (Original) The computer program product of claim 130, wherein the stored identification verification information is government identification information.

134. (Original) The computer program product of claim 130, wherein the stored identification verification information is a university identification.

135. (Original) The computer program product of claim 130, wherein the stored identification verification information is credit card information.

136. (Currently Amended) A computer program product for providing an electronic change of address service from an old physical address of a customer to a new physical address of the customer, the computer program product being stored on a computer-readable medium and comprising the following computer-readable program code for effecting actions in a computing platform:

program code for providing a user interface at a change of address server for the customer to enter change of physical address information and identification verification information;

program code for receiving the change of physical address information and the identification verification information at the change of address server via a network;

program code for creating a first change of address record at the change of address server representing the change of physical address information;

program code for sending the identification verification information to a third party for validating the identity of the customer;

program code for validating the identity when the third party sends an indication that the identification verification information agrees with the stored identification verification information;

program code for electronically transferring the first change of address record to a service center if the identity is valid;

program code for creating a second change of address record at the service center by modifying the first change of address record from the change of address server; and

program code for processing. at a forwarding service unit, the second change of address record received from the service center electronically to automatically redirect physical mail addressed to the old physical address of the customer to the new physical address of the customer.

137. (Original) The computer program product of claim 136, wherein the identification verification information is a digital certificate.

138. (Original) The computer program product of claim 136, wherein the identification verification information is a social security number.

139. (Original) The computer program product of claim 136, wherein the identification verification information is a university identification.

140. (Original) The computer program product of claim 136, wherein the identification verification information is credit card information.

141. (Original) The computer program product of claim 140, wherein the credit card information includes at least one of a billing address, a credit card name, a credit card type, an account number, an expiration date, and an e-mail address.

142. (Original) The computer program product of claim 140, wherein said program code for validating includes program code for determining whether the credit card information matches fraudulent credit card information stored on a database at the change of address server; and program code for validating the identity when there is no match.

143-176. (Cancelled).

177. (Currently Amended) A computer program product for providing an electronic change of address service from an old physical address of a customer to a new physical address of the customer, the computer program product being stored on a computer-readable medium and comprising the following computer-readable program code for effecting actions in a computing platform:

program code for providing a user interface at a change of address server for the customer to enter change of physical address information;

program code for receiving the change of physical address information at the change of address server via a network;

program code for creating a first change of address record at the change of address server based on the change of physical address information;

program code for validating an identity of the customer at the change of address server;

program code for creating a second change of address record at a service center by modifying the first change of address record received from the change of address server, if the identity is valid;

program code for transmitting the second change of address record to a forwarding service unit;

program code for processing, by the forwarding service unit, the second change of address record received from the service center electronically to automatically forward physical mail addressed to the old physical address of the customer to the new physical address of the customer; and

program code for providing an additional service to the customer to assist the customer in changing from the old physical address to the new physical address.

178. (Currently Amended) The computer program product of claim 177, wherein the program code for additional service is program code for notifying a company or individual that the customer changed from the old physical address to the new physical address, comprising:

program code for providing a list of companies in a user interface;

program code for receiving a customer selection of a company to notify; and
program code for notifying the selected company of the customer's change of
physical address.

179. (Currently Amended) The computer program product of claim 177, wherein the program code for additional service is program code for notifying a company or individual that the customer changed from the old physical address to the new physical address, comprising:

program code for receiving an e-mail address or downloading an e-mail address list from the customer for a designated individual or company; and

program code for sending an e-mail message to the designated individual or company describing the customer's change of physical address.

180. (Currently Amended) The computer program product of claim 177, wherein the program code for additional service is program code for notifying a company or individual that the customer changed from the old physical address to the new physical address, comprising:

program code for receiving a mailing address or downloading a mailing address list from the customer for a designated individual or company; and

program code for mailing a mail piece to the designated individual or company describing the customer's change of physical address.

181. (Currently Amended) The computer program product of claim 177, wherein the program code for additional service is program code for forwarding e-mail addressed to ~~[[the]]~~ an old e-mail address of the customer to ~~[[the]]~~ a new e-mail address, comprising:

program code for creating a deflector record containing an address of an old e-mail service provider, which provides e-mail service to the customer at the old e-mail address, and an address at the forwarding service;

program code for sending the deflector record to the old e-mail service provider for transferring the e-mail from the old e-mail service provider to the forwarding service;

program code for receiving the e-mail at the forwarding service from the old e-mail service provider; and
program code for re-routing the e-mail to the new e-mail address.

182. (Currently Amended) The computer program product of claim 177, wherein the program code for additional service includes program code for a service for reestablishing contact with a second customer who has changed an address from a second old physical address to a second new physical address comprising:

program code for receiving a request from the customer having the second old physical address of the second customer to re-establish contact with the second customer;

program code for determining the second new physical address for the second customer based on a database storing archived change of address information including the second old physical address and the second new physical address; and

program code for providing the new physical address of the customer to the second customer at the second new physical address.

183. (Original) The computer program product of claim 60, wherein the database spans several years.

184. (Currently Amended) The computer program product of claim 55, wherein said program code for the additional service includes program code for providing electronic advertisements from a business to the customer based on the change of physical address information.